

## myPay Kiosk Trial Data

## **US Air Force One-Stop**





As of:

## myPay Usage

### Civilian usage first 5 months FY03 FY04

- LES Views 3.9M 6.1M
- Tax Statement Views 381K512K
- Transactions 171K235K
- Travel Voucher Views 77K 139K
- Total usage first 5 months
- LES views 15.7M 33.9M
- Tax Statement Views 1M 7.3M
- Transactions 573K963K
- Travel Voucher Views 398K699K





# 30 Apr 04 myPay PINs

DOE	10,818	10,818	100.0%
Navy	490,863	379,378	<b>77.3</b> %
Air Force	561,382	423,517	<b>75.4</b> %
Army	1,062,458	779,116	73.3%
<b>DoD Civilians</b>	774,701	495,632	64.0%
Marine Corps	277,905	159,265	57.3%
Retirees	2,204,613	476,791	21.6%
<b>NAF</b> Civilians	37,652	7,253	19.3%
Annuitants	275,113	12,071	4.4%
Totals	5,695,505	2,743,841	48.2%

Integrity - Service - Excellence

As of:



## Planned Enhancements

### Recent Initiatives:

- Issue Pin by email vice postal service
- Civilian LES up to 12 months
- Push information directly to the customer-using SmartDocs a new product
- Increase Civilian allotments to seven
- Add Department of Energy, Service Academies to customer base
- Work with services to discontinue hard copy W2, LES, and 1099s

### Long Range Enhancements:

- Link Electronic W2 (eW2) to commercial tax software
- Enable military members to input allotments
- Interface with civilian personnel systems to add transactions for:
  - Thrift Savings Plan
  - Federal Employee Health Benefit elections
- Partner with others for a single sign on between myPay and their portal
- Increase number of historical LES's available online from 2 to 25
- Provide Informational PINs (read only) to support deployed members' spouse
- Add Personal Statement of Military Compensation and discontinue paper copy



# One-Stop Customer Service

- Eliminate office visits
  - myPay
  - vMPF (virtual Military Personnel Flt)
  - Customer Service #s
  - Contact Center
- Access to computers
  - 24/7 safe access
  - Acceptable Input/Output
  - High Traffic Areas





# Air Force One-Stop™ Kiosk

#### **U.S. AIR FORCE**

- Keesler AFB "Pilot" Program
- Lot 1: DynaTouch Deliver 15 Jan 04
  - 50 Kiosks at 15 Installations
  - Training Sites and Sample
  - HW, SW, and Installation
  - 20 hours/site of Web Weaving
  - Reports
- Analysis of Use and Locations
- Contract Structure Set and Future?





## Hardware

- Attractive, secure kiosk enclosure
- Recessed monitor for privacy
- 15" LCD touchscreen monitor
- Laser printer w/ 550 sheet feeder tray
- 1.7GHz Intel Celeron CPU
- Overall dimensions: 60"H x 23"W x 20"D





## Main Menu

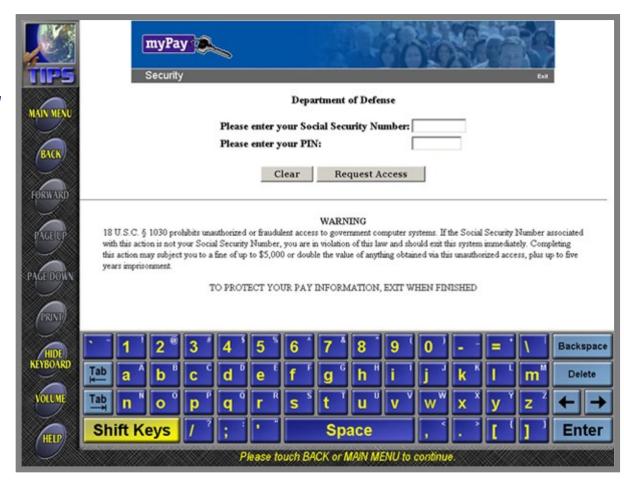
- Professional, branded identify
- Graphical layout emphasizes up to five "Level 1" topics
- Can include up to 12 additional "Level 2" topics





# Virtual Keyboard

- "One-touch" access to logon from main menu
- Utilizes virtual keyboard
- All existing capabilities compatible with OneStop software





## PersPay Self-Service Mar 2004 Status

<u>Current Keesler Kiosk Usage Status</u>

Current Record Riosk Osage Status											
March	То	tal		Month	า Avg						
Session H	lits	Session		Hit	S	Session	n Hits				
Exchange	414	9,152	1987	42	,444	385	8,604				
Community Ctr		151	1,89	2 8	13	10,169	145	1,815			
Post Office 1	358	50,123	338	1 24	3,713	3 60	43,520				
Finance	445	2,952	111	9 11	,699	227	2,371				
Sablich Ctr	638	6,520	)	17	'38	22,814	343	4,503			
Rec Center	434	14,984	234	4 75	,643	463	14,930				
Hospital	521	14,472	2 1	207		35,562	464	1,483			
TOTAL 3691 1	00,0	95 12,4	199	442,	044	2630	89,42	L			
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## **QUESTIONS???**

